

DENTAQUEST

Louisiana Medicaid Managed Care Non-Compliance Actions
January 1, 2021 to Present

Tracking Number	Failed Deliverable or Non-Compliance with Contract Requirements	Notice of Action	Deadline to Cure	Notice of Monetary Penalty	Monetary Penalty Amount	Dispute or Appeal	Responses or Related Correspondence	Closure Date
DEN1-01	[Administration] Failure to comply with key personnel requirements for Dental Director position.	2/8/2021						
DEN1-02	[Claims and Encounter Management, Provider Services, Enrollee Services] Performance under the current contract.	7/20/2021					9/14/2021 9/17/2021	
DEN1-04	[Administration] Failure to maintain required business hours.			3/11/2022	\$2,000			
DEN1-05	[Reporting] Failure to timely submit required reports.			5/24/2022	\$330,000	5/25/2022	6/21/2022	
DEN1-06	[Reporting] Failure to timely submit required reports.			7/1/2022	\$75,000			
DEN1-07	[Reporting] Failure to submit complete and accurate reports.			8/26/2022	\$110,000			
DEN1-08	[Quality Management] Failure to meet performance measures.			9/8/2022	\$200,000			
DEN1-09	[Claims and Encounter Management] Failure to comply with encounter data submission requirements.			10/20/2022	\$50,000			

DEN1-10	[Claims and Encounter Management] Failure to comply with encounter data submission requirements.			1/5/2023	\$50,000			
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